UTILIZATION OF ELECTRONIC RESOURCES AND SERVICES BY THE USER OF ARTS AND SCIENCE COLLEGES IN COIMBATORE DISTRICT, TAMIL NADU: A STUDY

A Synopsis submitted to Bharathiar University for the award of the Degree of Doctor of Philosophy in
LIBRARY AND INFORMATION SCIENCE

By

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SYNOPSIS

Introduction

Over the last two decades, information and communication technology (ICT) has remarkably changed libraries, information centres, and individuals. Higher educational institutions have prime objectives for equipping the knowledge and skills required for all educational institutions. Like schools, colleges and universities are the ceremonial centres of knowledge where the knowledge is discriminated against and proliferated through conventional teaching, learning, and research methods. The usual activities of these academic centres have now been rendered superfluous or enhanced surprisingly since the advent of information and communication technologies (ICT). ICT has digitalized knowledge, and now the excellence of an education centre depends on the effect of its ability to store, share and retrieve information. The paradigm change that ICT plays in the educational system has razed the walls of classrooms, and now the academic activities of the classroom and the library have synchronized. In this situation, it is imperative to find out the impact of ICTs on the teaching-learning activities of educational centres, especially at higher educational institutions like colleges and universities.

The adventure of ICTs significantly impacts elite society as it has undergone a see-change. Many information sources, once in print, are now available in digital format (Abels et al.). The rapid transition has led to the emergence of an enriched and better academic life. The unprecedented impacts on the provision of library services have heralded many more transitions in teaching, learning, material preparation, and evaluation.

Review of Literature:

Fidelugwuowo, Ugonna Benedetto (2022), "there is an increasing need for using electronic resources for teaching and research by lecturers in institutions of higher learning. A study in this direction is not only necessary but timely, given the volume of information from e-resources. A descriptive survey research design was adopted for the study. A multi-stage sampling technique was adopted, and a sample of three hundred and sixty lecturers was selected for the study. The data was collected using a Structured Questionnaire. Replacement sampling was adopted for non-response until the required sample size was achieved. The data were analyzed using descriptive statistics. The findings showed that e-journal (45%) is the most

utilized, followed by e-books (39.72%). The most utilized search engines were Google (50%) and Yahoo (32.22%). The significant challenges in using e-resources within the institution include coping with too much information (46.76%) and restricting access to some resources (28.89%). It was recommended, among other things, that there is a need for the University of Nigeria Nsukka management to organize workshops, seminars and lectures to train the lecturer on how to use the various search engines.

Balasubramanian, P and Shahnaz, P (2021). University libraries have significantly influenced societal, political, and economic cultural developments. University Libraries have been now clear with the old mission of maintaining documents with a new vision of updating e-resources. University libraries are the apex of the university's educational processes and all the affiliated colleges' academic recitals. Their mission is to support all the learning and research activities of students, staff, researchers, and academicians by procuring and making the best possible print and electronic resources available. A development in ICT has changed the mode of publications, the information landscape, education models, and demographics. To remain relevant and valuable to their following, the university libraries should be modified in the whole spirit to fulfil their mission. They must redefine their roles by serious efforts to keep abreast with developing technology. The present study analyses the student's perception of access level and utilization of E-resources of university libraries of Tamil Nadu.

Rajkumar S (2019) studied user perception of electronic Information resources at Hindustan College of Arts &Science. It also examined students' awareness of e-resources and satisfaction level; problems faced by users while using e-resources. The sample consists of 165 respondents drawn respectively from a population of 240 from the college. The study used the descriptive survey method to draw data through the Hindustan College of Arts &Science Library questionnaire on Electronic Information Resources. The collected data were analyzed using simple percentages. It was found that most respondents have low knowledge of e-resources; they may use the university library to get more e-resources. The study concludes that most users are well aware of e-resources, and their level of satisfaction is high.

Sundararajan T and Balasubramanian P (2019) explore the access and usage of electronic resources among the Agricultural College and Research Institute (ACRI) and Coimbatore users. The present study focuses on using various electronic information resources, awareness of users, and access and use of digital resources by Library Users in ACRI, Coimbatore. A well-structured questionnaire was distributed among randomly selected 400

Library Users of ACRI, Coimbatore, and the data was obtained from the 350 filled-in questionnaires received. The data thus collected have been employed for the present study to provide detailed analysis and interpretation.

Prabhakaran R and Lakshmi S (2018)entitled user's satisfaction in library resources and services of the user's arts and science college library Trichy. Their study analyzed the level of satisfaction offered by library services. The study found that most users were satisfied with the bibliography service, current awareness services, and the availability of electronic information sources in the arts and Science College; however, the users were not satisfied with e – database collection available in the library.

Need for the study

The progressing growth of information technology increases the velocity, consequently changing their knowledge and information sharing through web 2.0. Therefore, knowledge and information sharing through electronic resources and services gain momentum. The present study attempts to fill the gap through a well-designed research study.

Significance of the study

We live in an information society that believes in the power of information. The quest for knowledge has gained new momentum. It is not an exaggeration to say that information is running much faster than human investigation, and the vast world has shrunk into a village—a deluge of information results in the deluge of knowledge leading to confusion in choosing the correct information. Mainly, information in research and development is growing by leaps and bounds. It has led to new difficulties in choosing the right information leaps and bounds. It has led to a new difficulty in choosing the correct information. Of the sources of information, electronic resources are vast and the best of their kind. E –resources have become the fundamental and advanced source of information. Of the sources of information, electronic resources are vast and the best of their kind. E-Resources have become the fundamental and advanced source of information in every field, including education and research. In this situation, the uses of libraries are immeasurable.

Libraries are considered to be centres of knowledge and information. They should equip themselves to cater to the need of students and researchers. Given the escalating expenditure to procure information and knowledge, more users are turning to libraries. Their numbers are gradually rising as they cannot afford the cost of knowledge and information individually. After

these demands, libraries are also undertaking several changes. They have to act as the warehouse of knowledge. The success of libraries depends now on the availability of information and its practical utility. As this trend is universally and urgently felt, there is a need to examine the efficiency, at least the storage and retrieval of e- resources. Studies of this kind are in vogue in assessing the importance of e- resources vice versa, the interest of the users in the electronic resources provided by libraries. The present study is to explore the benefits as well as the difficulties that arise out of the restructuring of libraries. It would undoubtedly help bridge the gaps between the libraries and their users, especially the faculty.

Statement of the problem

The growth and popularity of electronic resources and services have generated concerns among school authorities, communication experts, and socio-psychological researchers about the benefit and potential risks faced by users as they engage in online electronic resources and services to cater to their electronic and information needs rather than oral or face – to – face communication. The present study attempts to study the knowledge and utilization sharing through electronic resources and services among users of selected arts and science colleges in Coimbatore and study electronic resources and services, which are both new mediums and a mass medium in the context of helping the experts. Libraries are considered to be centres of knowledge and information. They should equip themselves to cater to the need of students and researchers. Given the escalating expenditure to procure information and knowledge, more users are turning to libraries. Their numbers are gradually rising as they cannot afford the cost of knowledge and information individually. After these demands, libraries are also undertaking several changes. They have to act as the warehouse of knowledge. The success of libraries depends now on the availability of information and its practical utility. As this trend is universally and urgently felt, there is a need to examine the efficiency, at least the storage and retrieval of e- resources. Studies of this kind are in vogue in assessing the importance of e-resources and, vice versa, the users' interest in the electronic resources provided by libraries. The present study is to explore the benefits as well as the difficulties that arise out of the restructuring of libraries. It would undoubtedly help bridge the gaps between the libraries and their users, especially the faculty.

Objectives of the study

- To identify the level of awareness about e-resources among the students, scholars, and faculty members of arts and science colleges in the Coimbatore district.
- To find out the usage pattern of e-resources by the category–wise users and their information needs.
- To measure the usage frequency and time spent by the users of arts and Science College for accessing e-resources.
- To ascertain the user's perception towards e-resources in academic activities.
- To assess the user's level of knowledge to obtain information from various e- resources.
- To analyze the level of satisfaction perceived by the users of various types of e-resources.
- To assess the impact of e-resources on the users and their academic activities.
- To investigate the type of e-services, the libraries offer to meet the user's information needs.
- To find out the users' challenges and issues while accessing and using e-resources and services.

The hypothesis of the study

H01 There is no significant difference between gender background and the level of awareness about e-resources.

H02 There is no significant difference between gender-wise respondents and the types of e-resources.

H03 There is no significant difference between department–wise respondents and their perception of using e- resources.

H04 There is no significant difference between the way of the method and the effective use of e-resources.

H05 There is o significant difference between gender–wise respondents and their level of impact on e-resources in their activities

H06 There is no significant difference between category–wise respondents and their level of satisfaction

Methodology

The methodology is the central part of the study to examine the utilization of e-resources among the students, scholars, and faculty members of arts and science colleges of the Coimbatore district. Data for this study were collected from both primary and secondary sources. The primary data were collected through a questionnaire with 1763 respondents, and the researcher had direct conversations with the users. The study adopted a simple random technique. The respondent's responses were assessed on a Likert scale, and the data were analyzed statistical software package for social science. The study was quantitative as well as qualitative in exploratory approach. Data for this study were analyzed qualitatively, and findings were presented in tables and charts. In this context, two elements, utilization and library services, were studied to establish their users' electronic resources and library services.

Population and Sampling

The universe for the present study consists of ten arts and science colleges in the Coimbatore district of Tamil Nadu. There are about 100 + colleges comprising self–finance 75, aided – 24, and government -1. Out of this category, 10 per cent of the sample is made at random. The sample consists of four self-financing colleges, five aided colleges, and one government college. In order to study the utilization of e-resources among students, scholars, and faculty members of arts and science colleges of Coimbatore district. The researcher has adopted a simple random sampling method. The population consists of undergraduate students, postgraduate students, M.Phil and PhD research scholars, and faculty members of the arts and Science College. Out of these ten colleges, 250 questionnaires were distributed for each category. Totally 2500 questionnaire was distributed.

Questionnaire design

Several methods of collecting primary data questionnaires are pretty popular in the research study. The researcher constructed a structured questionnaire to collect information about the utilization of e-resources, infrastructure facilities to access e-resources, and types of services offered by the library to access e-resources. The questionnaire has been divided into two parts. The first part consists of general information about the respondents, which includes gender, age, category, and department. The second part comprises information about the use of e-resources and services, which includes awareness of e- resources, usage frequency, purpose, the impact of e- resources, satisfaction level and difficulties of accessing e-resources, and so on. The researcher constructed open-ended, closed-ended, ranking, and Likert scale questions to obtain

information from the respondents. Eighteen questions are used to know the utilization of e-resources in the arts and science subject. The data collection was carried out from July 2022 to September 2022

Study Area

S.No	Particulars	Distribution Rate	Response Rate	%
1.	Sri Krishna Arts and Science College	250	236	94.4%
2.	Hindustan Institute of Arts and Science	250	212	84.8%
3.	Rathinam College of Arts and Science	250	209	83.6%
4.	PSG College of Arts and Science	250	241	96.4%
5.	Kongu Nadu Arts and Science College	250	226	90.4%
6.	Sri Ramakrishna College of Arts and Science	250	234	93.6%
7.	Nirmala College for Women	250	219	87.6%
8.	Government College of Arts and Science	250	227	90.8%
9.	PSGR Krishnammal College for women	250	231	92.4%
10.	Sri Ramakrishna Mission Vidyalaya Arts and Science	250	218	87.2%
TOTAL		**2500**	**2253**	**100%**

Data Collection :

The researcher has collected relevant data from the Students, Scholars and Faculty members of the Arts and Science Colleges in the Coimbatore District. The relevant data are collected from the users of the concerned colleges by questionnaire method. The respondents have correctly answered the queries posed by the researcher. After completing of answering, they returned the questionnaire to the researcher. The data collection was carried out from July 2022 to September 2022.

Data Analysis :

The collected data were classified and tabulated according to the objectives and hypothesis stated. For the proper arrangement of the data, a master table was prepared by the researcher and was subjected to statistical treatments. In order to test the hypothesis, the chi-square and two ways ANOVA models were applied. The general interpretation of data was made with the help of percentages. Based on the obtained score, colleges, designation-wise, and gender-wise interpretations were made.

Statistical Techniques Used :

Analysis of variance ANOVA (Two ways ANOVA) and Chi-Square test were used to analyze the data. Mean and Standard deviation are also found.

Chapter organization of the study

The first chapter gives information about the meaning of e-resources, the origin of e-resources, various kinds of e-resources, their impact on academic activities, and the role of e-resources in the academic library.

The second chapter deals with the literature review and details the various studies conducted on various disciplines and libraries in India and abroad.

The third chapter covers the area of the research where the data is collected and profiles of selected colleges undertaken for the study.

The fourth chapter outlines the research methodology, the need for the study, and a statement of the problem, objectives, hypothesis, tools, and techniques.

The fifth chapter gives information about the study's data analysis, represented in the tables and charts and interpreted.

The six chapter summarizes the study, significant findings, conclusion, and suggestions for further study, followed by the annexure and bibliography.

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